

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
		High	Low	Medium	FCR Total
Metro A Desktop Support	Adam Staks	1 0	36 5	0 0	37 5
	Burton Brown	0 0	2 0	0 0	2 0
	Edward Fortner	0 0	36 5	0 0	36 5
	Eric Sedgwick	0 0	2 0	2 0	4 0
	James Kammeyer	0 0	2 0	0 0	2 0
	Jared Thompson	0 0	3 0	0 0	3 0
	Kraig Ellis	0 0	49 4	0 0	49 4
	Mike Beynon	0 0	12 2	0 0	12 2
	Mike Wilde	0 0	64 14	0 0	64 14
	Nancy Hachmeister	1 0	46 8	0 0	47 8
	Robert Wall	0 0	51 27	0 0	51 27

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

		High	Low	Medium	FCR Total
Metro A Desktop Support	Rodney Austin	0	49	0	49
		0	11	0	11
	Tracy VanderVaart	1	45	8	54
		0	0	0	0
	Assigned to Individual Total	3	397	10	410
		0	76	0	76
Assigned Group Total		3	397	10	410
		0	76	0	76

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
		High	Low	Medium	MIR Total
Metro A Desktop Support	Adam Staks	1 0	36 0	0 0	37 0
	Burton Brown	0 0	2 0	0 0	2 0
	Edward Fortner	0 0	36 0	0 0	36 0
	Eric Sedgwick	0 0	2 0	2 0	4 0
	James Kammeyer	0 0	2 0	0 0	2 0
	Jared Thompson	0 0	3 0	0 0	3 0
	Kraig Ellis	0 0	49 2	0 0	49 2
	Mike Beynon	0 0	12 0	0 0	12 0
	Mike Wilde	0 0	64 0	0 0	64 0
	Nancy Hachmeister	1 0	46 0	0 0	47 0
	Robert Wall	0 0	51 0	0 0	51 0

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

		High	Low	Medium	MIR Total
Metro A Desktop Support	Rodney Austin	0 0	49 0	0 0	49 0
	Tracy VanderVaart	1 0	45 1	8 0	54 1
	Assigned to Individual Total	3 0	397 3	10 0	410 3
Assigned Group Total		3 0	397 3	10 0	410 3

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
		High	Low	Medium	ATTIR Total
Metro A Desktop Support	Adam Staks	1 0.20	36 0.08	0 0.00	37 0.08
	Burton Brown	0 0.00	2 0.27	0 0.00	2 0.27
	Edward Fortner	0 0.00	36 0.10	0 0.00	36 0.10
	Eric Sedgwick	0 0.00	2 0.10	2 0.47	4 0.29
	James Kammeyer	0 0.00	2 0.24	0 0.00	2 0.24
	Jared Thompson	0 0.00	3 0.03	0 0.00	3 0.03
	Kraig Ellis	0 0.00	49 0.26	0 0.00	49 0.26
	Mike Beynon	0 0.00	12 0.15	0 0.00	12 0.15
	Mike Wilde	0 0.00	64 0.11	0 0.00	64 0.11
	Nancy Hachmeister	1 0.00	46 0.10	0 0.00	47 0.10
	Robert Wall	0 0.00	51 0.08	0 0.00	51 0.08

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

		High	Low	Medium	ATTIR Total
Metro A Desktop Support	Rodney Austin	0 0.00	49 0.07	0 0.00	49 0.07
	Tracy VanderVaart	1 0.09	45 0.14	8 0.14	54 0.14
	Assigned to Individual Total	3 0.09	397 0.12	10 0.21	410 0.12
Assigned Group Total		3 0.09	397 0.12	10 0.21	410 0.12

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
		High	Low	Medium	MR Total
Metro A Desktop Support	Adam Staks	1 1	36 0	0 0	37 1
	Burton Brown	0 0	2 0	0 0	2 0
	Edward Fortner	0 0	36 1	0 0	36 1
	Eric Sedgwick	0 0	2 0	2 0	4 0
	James Kammeyer	0 0	2 0	0 0	2 0
	Jared Thompson	0 0	3 0	0 0	3 0
	Kraig Ellis	0 0	49 2	0 0	49 2
	Mike Beynon	0 0	12 0	0 0	12 0
	Mike Wilde	0 0	64 2	0 0	64 2
	Nancy Hachmeister	1 0	46 0	0 0	47 0
	Robert Wall	0 0	51 0	0 0	51 0

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

		High	Low	Medium	MR Total
Metro A Desktop Support	Rodney Austin	0 0	49 1	0 0	49 1
	Tracy VanderVaart	1 0	45 0	8 0	54 0
	Assigned to Individual Total	3 1	397 6	10 0	410 7
Assigned Group Total		3 1	397 6	10 0	410 7

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
		High	Low	Medium	ATTR Total
Metro A Desktop Support	Adam Staks	1 6.50	36 0.26	0 0.00	37 0.43
	Burton Brown	0 0.00	2 0.28	0 0.00	2 0.28
	Edward Fortner	0 0.00	36 0.79	0 0.00	36 0.79
	Eric Sedgwick	0 0.00	2 0.10	2 0.99	4 0.55
	James Kammeyer	0 0.00	2 0.33	0 0.00	2 0.33
	Jared Thompson	0 0.00	3 0.30	0 0.00	3 0.30
	Kraig Ellis	0 0.00	49 1.65	0 0.00	49 1.65
	Mike Beynon	0 0.00	12 0.23	0 0.00	12 0.23
	Mike Wilde	0 0.00	64 1.30	0 0.00	64 1.30
	Nancy Hachmeister	1 0.30	46 0.30	0 0.00	47 0.30

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

		High	Low	Medium	ATTR Total
Metro A Desktop Support	Robert Wall	0 0.00	51 0.42	0 0.00	51 0.42
	Rodney Austin	0 0.00	49 1.01	0 0.00	49 1.01
	Tracy VanderVaart	1 0.55	45 0.28	8 0.14	54 0.26
	Assigned to Individual Total	3 2.45	397 0.77	10 0.31	410 0.77
Assigned Group Total		3 2.45	397 0.77	10 0.31	410 0.77

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

Detail

INC000000495838	Tim Early	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.40
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	2.20
INC000000497783	Kathleen Bounous	Application	Error	None		TIR Missed: No	0.04
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	
INC000000499231	Jean Irwin	Application	None	Novell GroupWise		TIR Missed: No	0.05
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	4.06
INC000000504242	Ken Wheeler	None	None	None		TIR Missed: No	0.21
	Metro A Desktop Support	Kraig Ellis	Technology Services	Low	Closed	TTR Missed: No	3.79
INC000000504260	Ken Wheeler	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Kraig Ellis	Technology Services	Low	Closed	TTR Missed: No	3.68
INC000000504268	Dave Laycock	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000504677	Terry Hansen	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000504927	Jeff Pryor	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Mike Wilde	Technology Services	Low	Closed	TTR Missed: Yes	29.90
INC000000505320	Kay Hopkins	PC/Laptop	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000505768	Tom Turley	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000506427	Melisa Stark	Application	Password	Cisco AnyConnect VPN Client		TIR Missed: No	0.07
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: Yes	6.40
INC000000507136	Bart Grant	Network	Virus	None		TIR Missed: No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Low	Closed	TTR Missed: No	0.08
INC000000507302	Tiffany Whitney	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	2.43
INC000000507319	Vanna Chav	Application	Reporting	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507334	Samantha Julian	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.03
INC000000507390	Ronda Robbins Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.00

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000507395	Alan J Walker	Application	Error	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	2.66
INC000000507408	Jeremy Barton	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.49
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.49
INC000000507415	Christina Lloyd	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000507429	Gordon Walker	Application	Password	PGP		TIR Missed: No	0.35
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.98
INC000000507435	Owen Graupman	Application	None	None		TIR Missed: No	0.26
	Metro A Desktop Support	Mike Wilde	Technology Services	Low	Closed	TTR Missed: No	0.48
INC000000507440	Prasoon Choudhary	PC/Laptop	Performance	None		TIR Missed: No	0.47
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.09
INC000000507541	Tracy Payne	PC/Laptop	None	None		TIR Missed: No	0.42
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.43
INC000000507585	Josh Gregersen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: Yes	11.51
INC000000507634	Bart Grant	Network	Virus	None		TIR Missed: No	0.17
	Metro A Desktop Support	Rodney Austin	Technology Services	Low	Closed	TTR Missed: No	1.05
INC000000507637	Jennifer Roundy	PC/Laptop	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.12
INC000000507660	Tami Black	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.11
INC000000507666	Tami Black	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.09
INC000000507733	Kathy Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000507756	Debra Mace	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000507797	Gail Boyd	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	3.02
INC000000507958	Brook Mecham	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000507980	Jody Woolf	Application	None	ZENworks for Desktops		TIR Missed: No	0.09
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.93

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000508026	Sarah Wald	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Technology Services	Low	Closed	TTR Missed: No	0.11
INC000000508114	Bart Grant	Network	Virus	None		TIR Missed: No	0.52
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Medium	Closed	TTR Missed: No	0.52
INC000000508189	Ronda Robbins Jones	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.01
INC000000508190	John T Mathews	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000508218	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.83
INC000000508270	Renda Christensen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.32
INC000000508294	Mya Taaffe	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Technology Services	Low	Closed	TTR Missed: No	0.30
INC000000508326	Marc Wilson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000508393	Kenney Christensen	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	1.40
INC000000508407	Sokhan York	Application	None	Utah Electronic Resource and E		TIR Missed: Yes	6.35
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: Yes	7.00
INC000000508416	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000508440	Patricia Smith-Mansfield	Application	Error	Archives Management System		TIR Missed: Yes	1.01
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	1.53
INC000000508502	Holli Turner	None	None	None		TIR Missed: No	0.34
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000508631	Tom Harper	Print/Copy/Scan/Fax	Incident	Microsoft Excel		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.66
INC000000508636	Sanobi Johnson	None	None	None		TIR Missed: No	0.40
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.76
INC000000508639	Jill Mecham	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.35
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.73
INC000000508647	Jeffery Nielsen	Application	None	Novell GroupWise		TIR Missed: No	0.06
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	2.81

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000508669	Connie Dumas	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000508707	Jeffery Wansgard	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.09
INC000000508733	Ken Wheeler	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Edward Fortner	Technology Services	Low	Closed	TTR Missed: No	0.13
INC000000508830	Cindy Bertagnolli	Application	Error	Internet Explorer		TIR Missed: No	0.10
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000508859	Renda Christensen	Application	Error	Internet Explorer		TIR Missed: No	0.46
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.46
INC000000509009	Jim Bolton	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.04
INC000000509156	Leyla Escobar	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000509231	Mandy McKinnon	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	3.02
INC000000509306	Rick Brenkmann	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000509346	Karen Quackenbush	PC/Laptop	None	None		TIR Missed: No	0.36
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000509349	Karen Quackenbush	PC/Laptop	None	None		TIR Missed: No	0.34
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.19
INC000000509366	Sarah Pickard	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000509370	Michelle Campbell	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Human Resource Management	Low	Closed	TTR Missed: No	0.09
INC000000509373	Roseanna Bills	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000509376	Debra Mace	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.75
INC000000509463	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.20
	Metro A Desktop Support	Adam Staks	Technology Services	High	Closed	TTR Missed: Yes	6.50
INC000000509559	Donald Walker	Application	Error	None		TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.08

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000509620	Jane Broadhead	Wireless Connectivity	Performance	None		TIR Missed: No	0.09
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000509628	Eddie Richmond	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.67
INC000000509641	Brenda Salter	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.02
INC000000509656	Mary Price	PC/Laptop	Performance	None		TIR Missed: No	0.23
	Metro A Desktop Support	James Kammeyer	Commerce	Low	Closed	TTR Missed: No	0.23
INC000000509947	Matthew Turner	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.23
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.68
INC000000510052	Renda Christensen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.03
INC000000510079	Janis Race-Bigelow	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Mike Wilde	Technology Services	Low	Closed	TTR Missed: No	0.52
INC000000510082	Lana Mutz	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.36
INC000000510119	Tom Brady	Application	None	ZENworks for Desktops		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.04
INC000000510120	Cheralyn Anderson	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.07
INC000000510160	Randall Ottesen	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Kraig Ellis	Technology Services	Low	Closed	TTR Missed: No	1.38
INC000000510172	Shontelle White	None	None	None		TIR Missed: No	0.19
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.60
INC000000510200	Lani Nisbet	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	1.84
INC000000510277	Kris Springer	None	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000510314	Spencer Garn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.25
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000510357	Kathleen Bounous	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	3.50
INC000000510392	Robyn Barkdull	PC/Laptop	Performance	None		TIR Missed: No	0.39
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.89

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000510437	John Bell	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.25
INC000000510533	Jonathan R Fatz	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000510656	Tracia Sullivan	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510683	Mary Jacobs	PC/Laptop	Password	Novell ConsoleOne		TIR Missed: No	0.36
	Metro A Desktop Support	Robert Wall	Community and Culture	Low	Closed	TTR Missed: No	1.14
INC000000510692	Julie Price	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.55
INC000000510708	David Moffitt	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.35
	Metro A Desktop Support	Robert Wall	Technology Services	Low	Closed	TTR Missed: No	1.06
INC000000510823	Janis Race-Bigelow	PC/Laptop	Performance	None		TIR Missed: No	0.10
	Metro A Desktop Support	Edward Fortner	Technology Services	Low	Closed	TTR Missed: No	0.79
INC000000510839	Karen Quackenbush	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000510849	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000510886	Deedee Brunatti	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.06
INC000000510921	Kyle Preston	PC/Laptop	Password	None		TIR Missed: No	0.33
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000511039	Anna Leggett	None	None	None		TIR Missed: No	0.44
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	1.69
INC000000511073	Debbie King	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000511118	Michelle Steele	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000511138	Janet Romo	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000511254	Sharon Cox	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	1.72
INC000000511255	Ronda Robbins Jones	PC/Laptop	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	1.67

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000511256	Dana Powers	Application	Error	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Closed	TTR Missed: No	1.64
INC000000511298	Cathy Lewis	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Human Resource Management	Low	Closed	TTR Missed: No	1.02
INC000000511485	Cristine Rhead	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.56
INC000000511508	Londi Rowley	None	None	None		TIR Missed: No	0.20
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.20
INC000000511591	Donna Robles	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000511615	Randy Trover	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Non-state	Low	Closed	TTR Missed: No	0.10
INC000000511698	Deanna Aguilera	Application	None	Novell GroupWise		TIR Missed: No	0.11
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.97
INC000000511710	Kelly K Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.24
INC000000511753	Cathleen McKenzie	PC/Laptop	Virus	None		TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000511792	Sherrie Hayashi	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	High	Closed	TTR Missed: No	0.30
INC000000511802	Tino Gutierrez	PC/Laptop	Performance	None		TIR Missed: No	0.11
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: Yes	6.07
INC000000511805	Doug Tanner	PC/Laptop	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.14
INC000000511846	Bill Southwick	Network	Performance	Novell eDirectory		TIR Missed: No	0.21
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.23
INC000000511857	Cristine Rhead	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.48
INC000000511867	Shane Otvos	Network	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Kraig Ellis	Technology Services	Low	Closed	TTR Missed: No	1.85
INC000000511874	Diane VanWagoner	PC/Laptop	Performance	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000511960	Kenney Christensen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	1.64

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000512037	Elaine Barker	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.26
INC000000512038	Adam Workman	PC/Laptop	Error	None		TIR Missed: No	0.38
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000512088	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000512381	CBI Security	Application	Password	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Non-state	Low	Closed	TTR Missed: No	0.17
INC000000512553	Ronda Robbins Jones	Application	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.12
INC000000512555	Ted McAleer	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.16
INC000000512639	Carol Welborn	Network	Performance	Novell eDirectory		TIR Missed: No	0.10
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.89
INC000000512641	Adam Workman	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000512662	Debra Hobbins	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000512702	Connie Dumas	Application	Error	Microsoft Word		TIR Missed: No	0.11
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	2.66
INC000000512741	Mary Jacobs	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	1.39
INC000000512819	Jennifer Roundy	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.23
INC000000512872	William Adams Jr	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.23
INC000000513050	Kayl Smith	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.58
INC000000513052	Anna Larson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000513060	Pam Malone	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000513106	Julian Tippetts	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.08

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000513127	Michele Black Metro A Desktop Support	Application Rodney Austin	Error Commerce	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.21
INC000000513256	Clint Beebe Metro A Desktop Support	Application Edward Fortner	Error Workforce Services	Computerized Unemployment B Low	TIR Missed: No TTR Missed: No	0.00 0.23
INC000000513295	Russ Sommers Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.00 1.13
INC000000513325	Lib Montoya Metro A Desktop Support	None Nancy Hachmeister	None Labor Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000513338	Christi Seger Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Virus Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	1.11 1.11
INC000000513362	Jean Irwin Metro A Desktop Support	None Kraig Ellis	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.15 0.15
INC000000513502	Lynn Hanson Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Performance Commerce	None Low	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000513531	Angela Kirsling Metro A Desktop Support	PC/Laptop Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.08 0.08
INC000000513582	Jim Mansfield Metro A Desktop Support	PC/Laptop Edward Fortner	Error Workforce Services	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 1.82
INC000000513653	Diane Lovell Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.13 0.14
INC000000513700	Julie Price Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.06 0.52
INC000000513728	Denise Chandler Metro A Desktop Support	Network Mike Beynon	Error Human Services	Cisco Network Assistant Low	TIR Missed: No TTR Missed: No	0.26 0.26
INC000000513750	Gary Gibbs Metro A Desktop Support	PC/Laptop Mike Wilde	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.05 0.58
INC000000513811	Yvette Woodland Metro A Desktop Support	PC/Laptop Mike Beynon	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000513860	Christi Seger Metro A Desktop Support	Network Tracy VanderVaart	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000513922	Janet Taylor Metro A Desktop Support	PC/Laptop Edward Fortner	Performance Technology Services	None Low	TIR Missed: No TTR Missed: No	0.09 1.31
INC000000513984	Irene Woodford Metro A Desktop Support	Network Nancy Hachmeister	Error Commerce	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.06 0.52

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000514010	Jann Levitre	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Kraig Ellis	Technology Services	Low	Closed	TTR Missed: No	1.18
INC000000514017	Dawna Kranendonk	Application	None	Computerized Unemployment B		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.68
INC000000514052	Bowen Call	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.15
INC000000514141	Alicia Zavala-Lopez	Application	Error	None		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.08
INC000000514144	Robert Butterfield	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Metro A Desktop Support	Edward Fortner	Technology Services	Low	Closed	TTR Missed: No	0.03
INC000000514193	Bobbi Smith	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000514198	Monica Smith-Austen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000514223	David Chatterley	PC/Laptop	Performance	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000514268	Andy Gonzalez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.21
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.21
INC000000514315	Connie Dumas	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.48
INC000000514409	Debbie Martinez-Orth	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Human Resource Management	Low	Closed	TTR Missed: No	0.19
INC000000514424	Anna Larson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000514455	Shirley Meyers	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.47
INC000000514457	Connie Dumas	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	1.21
INC000000514515	Cecilia Giron	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000514567	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000514569	Sheri Bintz	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.98

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000514585	Linda Duvall	Server	None	None		TIR Missed: No	0.34
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	3.16
INC000000514597	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.09
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Medium	Closed	TTR Missed: No	0.09
INC000000514657	Sue Watson	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.60
INC000000514664	Vatsala Kaul	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.45
INC000000514678	Katherine Smith	Application	Error	Novell GroupWise		TIR Missed: No	0.05
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.77
INC000000514686	Lee Avery	Application	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	2.18
INC000000514860	Dorothy Hall	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.62
INC000000514952	Sharon Peake	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000514961	Robyn Barkdull	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000514973	Andrew Deifel	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000515008	Phil Gammell	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000515018	Steve Eklund	Network	Password	Novell eDirectory		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.47
INC000000515035	Katherine Thomas	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000515056	Kristy Callich	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000515066	Jim Jensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.86
INC000000515110	Lib Montoya	PC/Laptop	None	None		TIR Missed: No	0.33
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.49
INC000000515123	Jonathan R Fatz	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.14

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000515131	Cecilia Giron	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000515149	Jenny Kehr	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000515169	Lib Montoya	Application	Error	Novell GroupWise		TIR Missed: No	0.65
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	1.73
INC000000515182	Eva Salazar	None	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Edward Fortner	Community and Culture	Low	Closed	TTR Missed: No	0.17
INC000000515196	Leslie Johnston	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.46
INC000000515233	Cathy Paiz	Application	Error	Computer Aided Drafting and Design		TIR Missed: No	0.29
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.24
INC000000515237	Mark Long	Application	None	Adobe Acrobat		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.48
INC000000515246	Christa Rowland	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Edward Fortner	Human Resource Management	Low	Closed	TTR Missed: No	1.43
INC000000515247	Cathy Maynard	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000515250	Eileen Schroeder	Application	Password	None		TIR Missed: No	0.09
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000515260	Suzanne Winters	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.12
INC000000515273	Chris Kamens	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000515276	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.09
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Medium	Closed	TTR Missed: No	0.09
INC000000515304	Kathy Wendel	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000515311	Christi Seger	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000515353	Casey Maldonado	None	None	None		TIR Missed: No	0.35
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000515424	Nicole Nguyen	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.42
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.66

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000515443	Amra Ferhatbegovic	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	3.81
INC000000515473	Ray Walker	Application	Error	None		TIR Missed: No	0.35
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.69
INC000000515513	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.14
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Medium	Closed	TTR Missed: No	0.14
INC000000515529	Nate Talley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000515552	Bartly Mathews	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.27
INC000000515573	Iris M Gomez	Application	Error	ZENworks for Desktops		TIR Missed: No	0.26
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000515632	Steve Eklund	Network	Performance	None		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.16
INC000000515651	Lesieli Maumau	None	None	None		TIR Missed: No	0.21
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000515656	Kenneth Barton	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.10
INC000000515659	Marvin Everett	PC/Laptop	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.13
INC000000515683	Diane Lovell	Application	Error	Gmail		TIR Missed: No	0.25
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000515723	Toshiko Barnes	Application	None	None		TIR Missed: No	0.51
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000515733	Rosalee Oakeson	Application	Error	None		TIR Missed: No	0.11
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.34
INC000000515846	Jay Jensen	Application	Reporting	Microsoft Office		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Human Resource Management	Low	Closed	TTR Missed: No	0.43
INC000000515867	Stephanie Bourdeaux	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000515869	Twila Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000515887	Sanobi Johnson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Community and Culture	Low	Closed	TTR Missed: No	0.00

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000515917	Sanobi Johnson	PC/Laptop	Hardware	None		TIR Missed: No	0.04
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.25
INC000000515950	Andrew Elser	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Adam Staks	Non-state	Low	Closed	TTR Missed: No	0.16
INC000000515958	Tonya Gallegos	Application	None	None		TIR Missed: No	0.42
	Metro A Desktop Support	Burton Brown	Labor Commission	Low	Closed	TTR Missed: No	0.42
INC000000515980	Jody Woolf	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.85
INC000000515998	Michelle Meyer	PC/Laptop	Performance	None		TIR Missed: No	0.18
	Metro A Desktop Support	Mike Wilde	Technology Services	Low	Closed	TTR Missed: No	0.97
INC000000516032	Brian Peirce	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.03
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000516046	Riley Cutler	Application	Error	Novell GroupWise		TIR Missed: No	0.44
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.45
INC000000516050	Tamy Dayley	Network	Password	None		TIR Missed: No	0.39
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.40
INC000000516131	Chris Kamens	Application	Password	Microsoft Excel		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000516177	Dee Thorell	PC/Laptop	Performance	None		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.35
INC000000516209	Lane Adams	None	None	None		TIR Missed: No	0.57
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Low	Closed	TTR Missed: No	0.57
INC000000516270	Field Smith	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.08
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000516277	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.12
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Medium	Closed	TTR Missed: No	0.12
INC000000516348	Jeana Whitlock	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000516470	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.07
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Medium	Closed	TTR Missed: No	0.07
INC000000516472	Julie Price	Network	Performance	None		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.98
INC000000516530	Olivia White	PC/Laptop	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.06

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000516556	Jolynn Badame	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.55
INC000000516573	Matthew Parker	Network	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Community and Culture	Low	Closed	TTR Missed: No	0.21
INC000000516575	Eddie Denning	Network	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.99
INC000000516610	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000516614	Dee Johnson	None	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.02
INC000000516685	Austin Farey	Network	Virus	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000516760	Alyssia Minaya	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000516851	Kathy Franson	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000516865	David Pace	Application	None	Adobe Acrobat		TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	3.30
INC000000516867	Cyndy Nelson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.75
INC000000516878	Fred Lange	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.57
INC000000516906	Randall Ottesen	None	None	None		TIR Missed: No	0.26
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Low	Closed	TTR Missed: No	3.67
INC000000516985	Joshua Bullough	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	1.30
INC000000516988	Whitney Warren	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000517033	Maxine McBurnett	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.26
	Metro A Desktop Support	James Kammeyer	Commerce	Low	Closed	TTR Missed: No	0.43
INC000000517134	Karen Quackenbush	PC/Laptop	Performance	None		TIR Missed: No	0.22
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000517308	Jay Jensen	None	None	None		TIR Missed: No	0.27
	Metro A Desktop Support	Edward Fortner	Human Resource Management	Low	Closed	TTR Missed: No	0.75

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000517336	Mark Knold	PC/Laptop	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000517365	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.24
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.25
INC000000517426	Robert A Davis	Network	Incident	None		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.74
INC000000517455	Sarah Wald	None	None	Active Directory		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Technology Services	Low	Closed	TTR Missed: No	0.28
INC000000517576	Kerry Chlarson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.01
INC000000517591	Debbie Martinez-Orth	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Human Resource Management	Low	Closed	TTR Missed: No	0.32
INC000000517594	Jared Memmott	Application	Error	Utah Master Directory		TIR Missed: No	0.23
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: Yes	6.03
INC000000517605	Kenneth G Allen	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000517655	Ashley Riggelman	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000517657	Mya Taaffe	Application	None	Microsoft Windows 7		TIR Missed: No	0.06
	Metro A Desktop Support	Rodney Austin	Technology Services	Low	Closed	TTR Missed: No	1.55
INC000000517693	Tamy Dayley	Network	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.23
INC000000517697	Blaine Campbell	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Technology Services	Low	Closed	TTR Missed: No	0.24
INC000000517724	Elizabeth Carver	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.05
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000517727	Jeff Pryor	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Technology Services	Low	Closed	TTR Missed: No	0.08
INC000000517768	Arnold Diaz	Application	None	ZENworks for Desktops		TIR Missed: No	0.05
	Metro A Desktop Support	Adam Staks	Non-state	Low	Closed	TTR Missed: No	0.05
INC000000517776	Jim Hall	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Technology Services	Low	Closed	TTR Missed: No	2.03
INC000000517790	Kerry Chlarson	Network	Password	None		TIR Missed: No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.32

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000517943	Elton Wilcox	Application	Error	None		TIR Missed: No	0.11
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.34
INC000000517957	Robert Butterfield	PC/Laptop	Hardware	None		TIR Missed: No	0.02
	Metro A Desktop Support	Edward Fortner	Technology Services	Low	Closed	TTR Missed: No	0.03
INC000000517967	Janis Race-Bigelow	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Edward Fortner	Technology Services	Low	Closed	TTR Missed: No	0.32
INC000000518032	Jenine Wood	Network	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	1.01
INC000000518089	Ron Wilkey	Application	Error	PGP		TIR Missed: No	0.41
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000518097	Mary Gehman-Smith	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.50
INC000000518118	Iris M Gomez	Network	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000518121	Matthew Turner	Application	Error	Adobe Acrobat		TIR Missed: No	0.18
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.71
INC000000518131	Alan L Hennebold	PC/Laptop	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.29
INC000000518147	Gill Johns-Young	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000518193	Mary Gehman-Smith	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.30
INC000000518288	Jim Jensen	None	None	None		TIR Missed: No	0.80
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	2.60
INC000000518465	Sylvia Pineda	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518523	David E Jensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.06
INC000000518569	Jeff Mosteller	PC/Laptop	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Wilde	Technology Services	Low	Closed	TTR Missed: No	0.31
INC000000518624	Amber Johnston	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000518688	Richard Ullrich	PC/Laptop	Virus	None		TIR Missed: No	0.57
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Low	Closed	TTR Missed: No	0.57

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000518722	Lisa Lynn	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.82
INC000000518784	Whitney Warren	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	1.06
INC000000518826	Eric Strong	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.15
	Metro A Desktop Support	Mike Wilde	Technology Services	Low	Closed	TTR Missed: No	0.38
INC000000518859	Mary Ester Allers	Network	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.11
INC000000518867	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.09
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	High	Closed	TTR Missed: No	0.55
INC000000518873	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.07
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Medium	Closed	TTR Missed: No	0.07
INC000000518881	Stella L Salazar	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.22
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000518920	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.31
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Low	Closed	TTR Missed: No	1.14
INC000000519055	Dee Thorell	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.01
INC000000519060	Jennifer Domenici	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	1.04
INC000000519068	Anita Kramer	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000519181	Lana Mutz	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.07
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000519228	Robert Love	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Mike Wilde	Technology Services	Low	Closed	TTR Missed: No	1.05
INC000000519249	Robert Chambers	PC/Laptop	Virus	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000519259	Heidi Orchard	Network	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.35
INC000000519274	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.51
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.47
INC000000519345	Sarka Dever	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	4.48

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000519368	Verlin Christensen	Wireless Connectivity	Error	None		TIR Missed: No	0.04
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000519373	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Medium	Closed	TTR Missed: No	0.02
INC000000519475	Leslie Johnston	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.67
INC000000519517	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000519568	Perry Thomson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.25
INC000000519797	Tonya Gallegos	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.11
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.13
INC000000519810	Lisa Lynn	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000519828	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.28
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000519885	Arlene McCulloch	Application	None	None		TIR Missed: No	0.26
	Metro A Desktop Support	Rodney Austin	Technology Services	Low	Closed	TTR Missed: No	0.26
INC000000520117	Lynn Thomas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000520146	Suzanne Redington	Application	Error	Microsoft Office		TIR Missed: No	0.04
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.88
INC000000520185	Erika Tedder	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.49
INC000000520197	Andy Gonzalez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.17
INC000000520200	Michele Beck	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.49
INC000000520205	Kenneth Barton	PC/Laptop	Performance	None		TIR Missed: No	0.11
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.49
INC000000520208	Kuuipo Malungahu	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000520233	Jon Baty	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.08

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000520264	Yalonda House	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000520386	Lynn Thomas	PC/Laptop	Performance	None		TIR Missed: No	0.23
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.82
INC000000520410	Terri White	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Administrative Services	Low	Closed	TTR Missed: No	0.07
INC000000520468	Mary Martinez	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000520479	Amber Nielsen	PC/Laptop	Virus	None		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.29
INC000000520715	Vanessa Lindquist	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000520795	Elizabeth Perkes	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.92
INC000000520902	Bart Grant	Network	Virus	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Technology Services	Low	Closed	TTR Missed: No	1.27
INC000000520924	Pam Malone	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000520961	Jim Jensen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000520974	Anna Larson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000520984	Lloyd Pendleton	Network	Performance	None		TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.09
INC000000520990	Casey Erickson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000521008	Ken Wheeler	None	None	None		TIR Missed: No	0.28
	Metro A Desktop Support	Edward Fortner	Technology Services	Low	Closed	TTR Missed: No	2.84
INC000000521027	Jennifer Domenici	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.13
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.53
INC000000521044	Alicia Zavala-Lopez	PC/Laptop	Performance	None		TIR Missed: No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.81
INC000000521052	Dana Simper	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro A Desktop Support	Jared Thompson	Workforce Services	Low	Closed	TTR Missed: No	0.83

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000521058	Melissa Romero-McKean	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.31
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.99
INC000000521107	Jim Jensen	None	None	None		TIR Missed: No	0.38
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000521213	Heidi Orchard	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	1.49
INC000000521271	Jennifer Chesley	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.02
INC000000521304	Mary Jacobs	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.15
INC000000521394	Sally Canavan	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.08
INC000000521486	Delana White	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000521534	Lanelle Windley	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000521643	Chris Gordon	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.85
INC000000521660	Gloria De Vaca	None	None	None		TIR Missed: No	0.19
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000521704	Brian Prettyman	Application	Error	Novell GroupWise		TIR Missed: No	0.44
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000521860	Carol Welborn	Application	None	Novell GroupWise		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.07
INC000000521897	Monica Schmidt	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000521966	John Dietrich	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000521967	Karla Rush	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000521991	Debra Mace	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000522040	Sergio Bernabeu	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.13
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.13

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000522061	Kirsten Heaton	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000522066	John Dietrich	PC/Laptop	Performance	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.80
INC000000522109	Tami Black	None	None	None	TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Governor's Office	Low Closed	TTR Missed: No	0.16
INC000000522210	June Conn-Solomon	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.46
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.53
INC000000522300	Leah Piccolo	PC/Laptop	Hardware	None	TIR Missed: No	0.12
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low Closed	TTR Missed: No	0.12
INC000000522414	Don Hartley	Server	None	None	TIR Missed: No	0.10
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low Closed	TTR Missed: No	0.10
INC000000522424	Jody Colvin	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.03
INC000000522466	Gordon Walker	Application	Error	Novell GroupWise	TIR Missed: No	0.63
	Metro A Desktop Support	Robert Wall	Community and Culture	Low Closed	TTR Missed: No	0.65
INC000000522500	Eric Larsen	PC/Laptop	Performance	None	TIR Missed: No	0.15
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low Closed	TTR Missed: No	0.92
INC000000522656	Sara Hudgins	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000522657	Lisa Lynn	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.01
INC000000522735	Alicia Zavala-Lopez	None	None	None	TIR Missed: No	0.10
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.11
INC000000522781	Ashley Baker	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.13
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.13
INC000000522795	Bob Brown	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.07
	Metro A Desktop Support	Adam Staks	Technology Services	Low Closed	TTR Missed: No	0.07
INC000000522921	Dane Ishihara	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.78
INC000000523050	Victoria Brush	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Technology Services	Low Closed	TTR Missed: No	0.00
INC000000523092	Melissa Romero-McKean	None	None	None	TIR Missed: No	0.04
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	1.42

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000523111	David Lamb	Application	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.67
INC000000523256	Robert Butterfield	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Technology Services	Low	Closed	TTR Missed: No	1.25
INC000000523313	Gary Gibbs	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000523338	Melinda Indo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Technology Services	Low	Closed	TTR Missed: No	0.01
INC000000523402	Robert Chambers	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000523408	Bradley Salmond	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	4.62
INC000000523427	Mahmood Lebbai	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Adam Staks	Non-state	Low	Closed	TTR Missed: No	0.32
INC000000523448	Christina Lloyd	PC/Laptop	Error	None		TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000523525	Karla Rush	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000523528	Colleen Trayner	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000523607	Jennifer Roundy	PC/Laptop	Performance	None		TIR Missed: No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.03
INC000000523612	Shaheen Safiullah	PC/Laptop	Password	None		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.12
INC000000523741	Alice Edman	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000523759	Lynette Lloyd	Application	Password	Gmail		TIR Missed: No	0.88
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.88
INC000000524073	Sylvia Pineda	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000524128	Gina Strack	None	None	None		TIR Missed: No	0.28
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Resolved	TTR Missed: No	1.35
INC000000524241	Karen Quackenbush	None	None	None		TIR Missed: No	0.82
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Medium	Closed	TTR Missed: No	0.99

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000524241	Karen Quackenbush	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Medium	Closed	TTR Missed: No	0.99
INC000000524262	Michael Palumbo	Application	Error	None		TIR Missed: No	0.04
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.54
INC000000524400	Chuck Spence	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.15
INC000000524481	Rebecca Bell	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000524518	Perry Thomson	Application	Error	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.31
INC000000524536	Kimmi Lam	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.67
INC000000524598	Marshall Wright	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.03
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.77
INC000000524633	Jodi Visarraga-Florreich	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.80
INC000000524718	Mitchell Kamens	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000524801	Vilath Kinnavongsa	PC/Laptop	Virus	None		TIR Missed: No	0.12
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.12
INC000000524866	Debbie King	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	0.08
INC000000524918	Billy Greer	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Edward Fortner	Technology Services	Low	Closed	TTR Missed: No	0.29
INC000000524993	Cathy Lewis	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000525019	Debbie Martinez-Orth	Network	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000525196	Blaine Cook	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Jared Thompson	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000525418	Dan S Jones	Network	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.06
INC000000525569	Sanobi Johnson	None	None	None		TIR Missed: No	0.30
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	0.88

Metro A Incident Report May 2012

As of 6/14/2012

Metro A Desktop Support

INC000000525589	Janis Race-Bigelow	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Jared Thompson	Technology Services	Low	Resolved	TTR Missed: No	0.05
INC000000525592	Tracy Harris-Belnap	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.70
INC000000525785	Terry Dabel	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Non-state	Low	Resolved	TTR Missed: No	0.43